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## TruVoice HD550

# TruVoice HD-550 Headset User Manual

Model: HD550 | Brand: TruVoice

## INTRODUCTION

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This manual provides comprehensive instructions for the setup, operation, and maintenance of your TruVoice HD-550 Office and Call Center Wired QD Headset. Designed for professional environments, the HD-550 features a noise-canceling microphone, HD speakers, and a lightweight, comfortable design for all-day use.

## SETUP GUIDE

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### Package Contents

- TruVoice HD-550 Headset
- U10P Quick Disconnect (QD) Adapter Cable
- Ear Cushions (pre-installed or included)

### Connecting Your Headset

The TruVoice HD-550 headset utilizes a Quick Disconnect (QD) feature, allowing for easy connection and disconnection from various desk phones and communication devices via the included U10P adapter cable.

1. **Connect the QD Cable:** Align the Quick Disconnect end of the HD-550 headset cable with the Quick Disconnect end of the U10P adapter cable. Push firmly until you hear a click, ensuring a secure connection.
2. **Connect to Device:** Plug the other end of the U10P adapter cable into the headset port of your compatible desk phone. Refer to your phone's manual for the exact headset port location, typically marked with a headset icon.
3. **Adjust Headset Fit:** Place the headset on your head. Adjust the headband for a comfortable fit. The HD-550 is designed for all-day comfort with super soft leatherette ear cushions.
4. **Position Microphone:** Rotate the flexible microphone boom to position the microphone approximately 1-2 inches (2.5-5 cm) from the corner of your mouth. The microphone boom rotates 270 degrees for optimal placement on either side of your head.



Image: TruVoice HD-550 Headset with its Quick Disconnect (QD) cable. The headset features a black and silver design with a flexible microphone boom and comfortable ear cushions. The QD cable is shown coiled next to the headset, illustrating its connection point.

## Compatibility

The U10P Adapter included with your HD-550 headset is compatible with a wide range of desk phones. Below is a list of commonly supported models. If your specific phone model is not listed, please consult the TruVoice website or contact customer support for further assistance.

**Polycom / Poly EDGE Series:** VVX50, VVX101, VVX150, VVX201, VVX250, VVX300, VVX350, VVX301, VVX310, VVX311, VVX400, VVX401, VVX410, VVX411, VVX450, VVX500, VVX501, VVX600, VVX601, IP301, IP335, IP331, IP335, IP560, IP550, CX300, CX500, CX600, CX700, 485.

**Mitel:** 5212, 5312, 5320, 5320e, 5330, 5330e, 5340, 5340e, 5410, 5420, 550, 5540, 6867i, 6869i, 6910, 6920, 6930, 8528, IP420, IP420G, IP480, IP485G.

**Avaya:** 6402D, 6408D+, 6416D+M, 6424D+M, 8403, 8410D, 8434DX, 4406D+, 4412D+, 4424D+, 4424LD+, 1408, 1416, 2410, 2420, 4610, 4610SW, 4612, 4620, 4620SW, 4621, 4621SW, 4622, 4622SW, 4625, 4625W, 4630, 4630SW, 5410, 5420, 5610, 5620, 5621, 5625, 9404, 9406, 9408, 9504, 9508, DT1, DT3, DT5, QE4610.

**Shoretel:** 100, 212, 212K, IP230, 230, 265, 530, 560, 560G, 565, 565G, 655, 420, 480, 480G, 485, 485G.

**Aastra:** 6757i, 6731i, 6739i, 6755i, 6867i, 6869i.

**Nortel:** T7316, T7316e, T7208.

**Other Compatible Brands:** Toshiba DKT, Panasonic, ESI, Fanvil, Digium, Adtran, Ascom, Audiocodes, Altigen, Allworx, Comdial, Intertel.

TruVoice  
Headsets

# Compatibility

## U10P Adapter Cable

U10P Adapter Cable is compatible with any TruVoice or Plantronics quick disconnect (QD) headset and will work with the following phone models:



 Polycom

VVX50 VVX101 VVX150 VVX201 VVX250  
VVX300 VVX350 VVX301 VVX310 VVX311  
VVX400 VVX401 VVX410 VVX411 VVX450  
VVX500 VVX501 VVX600 & VVX601,  
IP301IP335 IP331 IP335 IP560 IP550  
CX300 CX500 Cx600 Cx700

 Mitel

5212 5312 5320 5320e 5330 5330e 5340  
5340e 5410 5420 550 5540 6867 6869  
69106920 6930 6940 8528 IP420 IP420G  
IP480 IP485G

**AVAYA**

6402D 6408D+ 6416D+M 6424D+M 8403  
8410D 8434DX 4406D+ 4412D+ 4424D+  
4424LD+ 1408 1416 2410 2420 4610 4610SW  
4612 4620 4620SW 4621 4621SW 4622  
46225W4625 4625W 4630 4630SW 5410  
5420 5610 5620 5621 5625 9404 9406 9408  
9504 9508 DT1DT3 DT5 Oe4610

 ShoreTel

100 212 212K IP230 230 265 530 560  
560G 565 565G 655 420 480 480G

**Aastra**

6757 6731i 6739 6755; 6867 6869

**Nortel**

T7316 T7316e T7208

**Other Phones:** Toshiba DKT,  
Panasonic, ESI, Fanvil, Digium,  
Adtran, Ascom, Audiocodes,  
Altigen, Allworx, Comdial, Intertel

If your phone model is not listed please check other headset and adapter cable combinations from our online Amazon Store or contact our friendly team for advice

Image: A detailed compatibility chart for TruVoice headsets, specifically highlighting the U10P Adapter Cable's compatibility with various phone models from Polycom, Mitel, Avaya, Shoretel, Aastra, Nortel, and other brands. A coiled Quick Disconnect cable is shown on the right.

## OPERATING INSTRUCTIONS

### Making and Receiving Calls

Once connected, your TruVoice HD-550 headset functions as your primary audio device for calls. Use your desk phone's controls to dial numbers, answer incoming calls, and end calls.

### Volume Control

The HD-550 headset features inline volume control for convenient audio adjustment. Locate the volume control unit on the headset cable. Use the '+' button to increase volume and the '-' button to decrease volume.

### Microphone Usage

The HD-550 is equipped with a high-quality noise-canceling microphone to ensure clear communication by filtering out

background noise.

- **Optimal Placement:** Ensure the microphone is positioned close to your mouth, ideally 1-2 inches away, for the best voice pickup and noise cancellation performance.
- **Mute Function:** If your desk phone or communication software supports it, use its mute function to temporarily disable the microphone. The HD-550 itself does not have an inline mute button.

**TruVoice**  
Headsets

# Noise Cancellation Microphone For a Clear Conversation

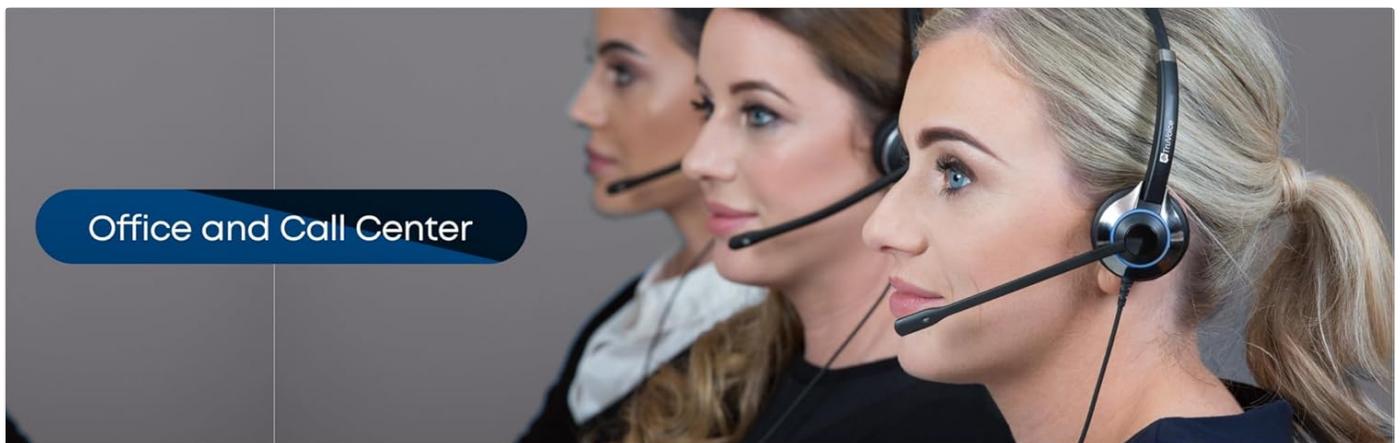
Introducing our Noise Cancellation Microphone, a revolutionary tool designed to deliver professional-grade audio clarity and exceptional communication experiences. With advanced noise cancellation technology, this microphone ensures crystal-clear sound transmission by effectively filtering out background noise and unwanted distractions.



Image: A close-up view of the TruVoice headset's microphone, highlighting its noise cancellation features. The image shows the microphone's grille and internal components, emphasizing its design for clear audio transmission.



Image: A person wearing the TruVoice HD-550 headset, smiling, with a blurred city skyline in the background. The image emphasizes the headset's HD sound quality for clear audio reception.



Office and Call Center



Online Classes



Online Meetings

Image: Three panels illustrating different usage scenarios for the TruVoice headset: "Office and Call Center" showing three individuals wearing headsets, "Online Classes" showing a person on a video call, and "Online Meetings" showing a person working on a laptop with the headset.

## CARE AND MAINTENANCE

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Proper care ensures the longevity and optimal performance of your TruVoice HD-550 headset.

- **Cleaning:** Use a soft, dry cloth to clean the headset. For ear cushions, a slightly damp cloth with mild soap can be used, but ensure they are completely dry before use. Avoid using harsh chemicals or abrasive materials.
- **Storage:** When not in use, store the headset in a clean, dry place, away from extreme temperatures and direct sunlight. Avoid tangling the cable.
- **Cable Care:** Do not pull on the cable to disconnect the headset. Always grasp the Quick Disconnect connector firmly. Avoid sharp bends or kinks in the cable.
- **Ear Cushion Replacement:** Over time, ear cushions may wear out. Replacement ear cushions are available from TruVoice to maintain comfort and hygiene.

## TROUBLESHOOTING

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If you encounter issues with your TruVoice HD-550 headset, please refer to the following common solutions:

Problem	Possible Cause	Solution
No sound from headset speakers.	<ul style="list-style-type: none"><li>Headset not properly connected.</li><li>Volume too low.</li><li>Incorrect phone settings.</li></ul>	<ul style="list-style-type: none"><li>Ensure the QD cable is securely connected to both the headset and the phone.</li><li>Increase the volume using the inline volume control or your phone's volume buttons.</li><li>Check your desk phone's audio settings to ensure the headset port is activated and selected.</li></ul>
People cannot hear me or my voice is too quiet.	<ul style="list-style-type: none"><li>Microphone not positioned correctly.</li><li>Microphone muted.</li><li>Incorrect phone settings.</li></ul>	<ul style="list-style-type: none"><li>Adjust the microphone boom so the microphone is 1-2 inches from your mouth.</li><li>Ensure the microphone is not muted on your desk phone or communication software.</li><li>Verify your phone's settings for microphone input.</li></ul>
Static or poor audio quality.	<ul style="list-style-type: none"><li>Loose connection.</li><li>Interference.</li><li>Damaged cable.</li></ul>	<ul style="list-style-type: none"><li>Check all connections for tightness.</li><li>Move away from other electronic devices that might cause interference.</li><li>Inspect the cable for any visible damage. If damaged, contact support.</li></ul>
Headset is uncomfortable.	<ul style="list-style-type: none"><li>Improper adjustment.</li></ul>	<ul style="list-style-type: none"><li>Adjust the headband and microphone boom for a personalized fit.</li><li>Ensure ear cushions are properly seated.</li></ul>

For further assistance, please refer to the official TruVoice User Guide PDF available online or contact TruVoice customer support.

[Download Official User Guide \(PDF\)](#)

## PRODUCT SPECIFICATIONS

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Feature	Detail
Model Name	Headset With U10P
Connectivity Technology	Wired
Headphones Jack	3.5 mm Jack (via QD adapter)
Included Components	Cable, Ear Cushions
Item Weight	3.52 ounces (98 grams)

Feature	Detail
Material	Plastic (Die Cast Aluminum Frame for strength)
Specific Uses For Product	Business, Calling
Control Type	Volume Control (inline)
Cable Feature	Detachable (Quick Disconnect)
Frequency Range	20 Hz - 20,000 Hz
Noise Control	Sound Isolation, Noise Canceling Microphone
Ear Placement	On Ear
Color	Black and Silver
Manufacturer	TruVoice
Item Model Number	HD550
UPC	757347303355

## WARRANTY AND SUPPORT

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TruVoice is committed to providing high-quality products and customer satisfaction. For specific warranty details regarding your HD-550 headset, please refer to the documentation included with your purchase or visit the official TruVoice website.

For technical support, troubleshooting assistance, or inquiries about replacement parts, please contact TruVoice customer service. Contact information can typically be found on the TruVoice website or within your product packaging.

Optional protection plans are available for extended coverage. Please check the product listing or contact your retailer for details on available protection plans.

**TruVoice Official Store:** [Visit TruVoice Store on Amazon](#)